STAPLES copy&printcenter

Web Submission

User's Manual

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Introduction to Web Submission

Web submission is a very important part of our strategy to be the best provider of Copy and Print services to our customers. This User's Manual will help you to understand the web submission system, and how to operate it.

In the chapters to follow, we've included step-by-step instructions and screen shots of the key steps to help you along the way. But first, here are the reasons why Staples Web Submission is such an important and exciting initiative.

Why Web Submission?

Web submission benefits our customers because it…

- Supports Easy Brand by providing a way for customers to submit orders without leaving their office
- Allows customers to specify the features of their CPC order
- Has no file size limitation! ☺ (E-mail has a limit of 10 MB)
- Lets customers see the price of their order before submitting it
- Provides tracking ability so that customers can see the status of their order online
- Provides file storage to make it easier for the customers to manage their documents
- Supports over 200 file types, and automatically converts them to a PDF when submitted, so customers can be confident we support their application
- Lays the groundwork for future full integration with Staples.com. Full integration will allow customers to submit CPC orders online, order other Staples products, pay for everything on line, and have their order shipped directly to them. THAT will make things EASY!

Web submission benefits Staples Copy & Print Centers because it…

- Enables us to tap into a large pool of customers that may not be aware of our Copy Center offerings
- Automatically sends an email to customers when their order is Ready for Pickup
- Makes pricing and ringing up sales at the POS easier. (Prices are generated by the web system and will be printed on pre-barcoded sheets.)
- Provides detailed information about web sales (such as dollar value, number of clicks, customer information, etc.), something not readily available today

Once you become more familiar with Web Submission, we are confident you will agree that it is an enormously useful service for our customers. So take the time to review this User Manual and get comfortable with the system, and together we will become the premier copy and print service provider for all our customer's needs.

Chapter One: Order Placement- Processing A Web Order

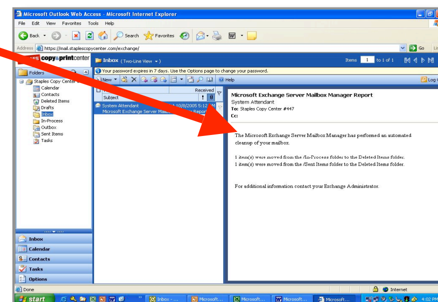
If you are reading this guide, chances are you are preparing to process a customer's web submission order. Even if you don't consider yourself a computer expert, don't worry. If you follow these instructions, you'll become familiar and comfortable with the process in no time. So let's get started!

To Accept & Process Web Submission Orders:

1. Check your CPC's Outlook mailbox at least once an hour for an e-mail notification that a new Web Order has arrived.

2. Open the e-mail. Click on the link to the Web Submission site

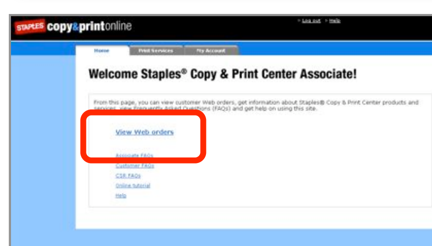
   Note: You may also go to Staples Copy & Print website directly using the link on your MPS device. Go to the Start menu, then Staples links, and choose the Web Submission link.



3. Log in. Your User Name is your CPC's email address:
   ccstore####@staplescopycenter.com
   For example: *cc1234@staplescopycenter.com*

   Your password will be provided to you once your store is certified to go live.

4. Once logged in, click "View Web Orders".

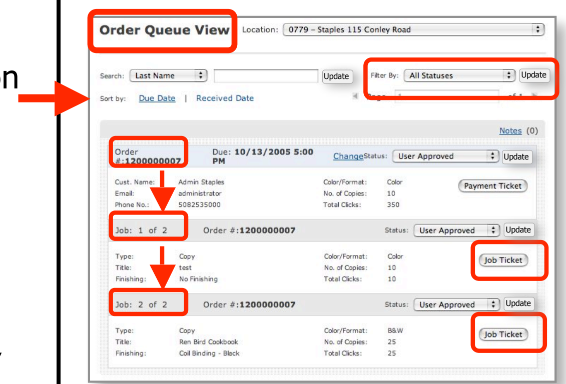


You will now see the Order Queue View screen. All of the Orders that have been sent to your store will be listed here. Note that each order has a unique order number. In addition, the Order Queue View screen contains a lot of useful information to help you process the order.

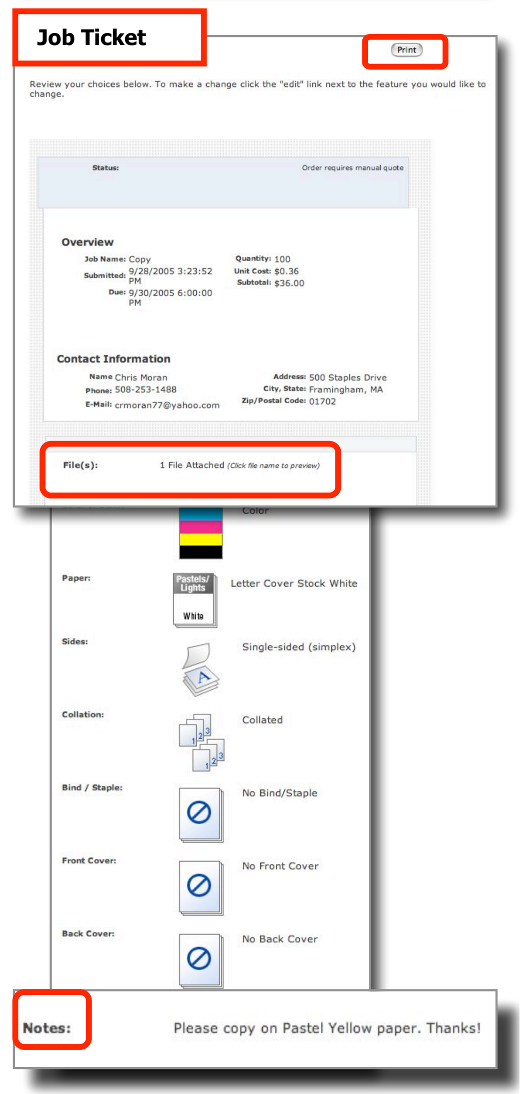
5. Sort the orders by Received Date, so that orders appear according to the date they were received. To do this, click on the "Received Date" text link next to the Sort by option.

   Note: You can also narrow your search by clicking on the "Filter by" field on the upper right side of the screen. Then select the desired filter option and click "Update".

   IMPORTANT: An Order may consist of multiple parts, called Jobs. This will become important as we process the order. If the order has multiple jobs to it, they will be listed as # of # (e.g. 1 of 2, 2 of 2)



6. Next, click on the Job Ticket button to open a summary of that job. The Job Ticket shows:
   - -An overview of the job
   - -Customer information
   - -A list of the files that the customer has submitted to us
   - -A detailed description of how the Job should be produced.
   - -Customer Notes if any were entered



7. Review each Job Ticket carefully to make sure the information makes sense. Pay close attention to the Customer Notes section, in case the customer added specific Job instructions there.

8. Then, open each customer file by clicking on the file name. Review each document to ensure it arrived intact and that there are no copyright issues.

   Note: If you suspect that the file is large, you can right click on the file name, and then click Save Target As to save it to the MPS more quickly.

9. Print each Job Ticket in the Order, by selecting the Print button at the top of the page. The Job Ticket will be sent to the default B&W copier.

10. **IMPORTANT:** Retrieve the Job Ticket from the printer, and refer to the CPC Production Tracking Log and Calendar to ensure that you can meet the customer's requested deadline.

    In addition, pay particular attention to:

    a. The Customer Notes- Be sure that they are consistent with the rest of the Job Ticket details.

    Note: We'll discuss what to do if the Notes and Job Details conflict in a later section of this chapter.

    b. The Quantity specified in the order- Validate that you have the inventory and production time to complete the order by the requested due time/date.

11. If your store can meet the customer deadline, copy the order information from each Job Ticket into the CPC Production Tracking Log and Calendar.

    Be sure to list multiple Job tickets individually and consecutively in the Production Log. Label each Job as "Job # of #".

    Note: If your store cannot meet the customer's requested due date, refer to the next section of this chapter: "Exception One: Editing the Order Due Date/Time"

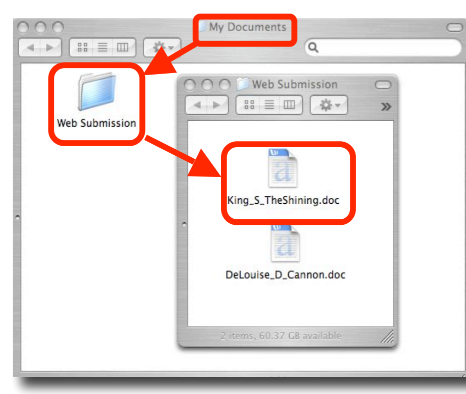
12. Next, copy the Customer's Name and the Order Number (as written in the CPC Production Tracking Log) on the Order Envelope Flap.

13. Staple each Job Ticket to an order envelope and place each envelope in the Production Queue.

    Note: Use a separate envelope for each Job Ticket.

14. Next, save the file(s) to the local MPS *My Documents* Web Submission folder. Name the file using this format: *"CustomerLastName_FirstInitial_JobName"*

    For example: "King_S_TheShining" if the Job Name was submitted as "The Shining"

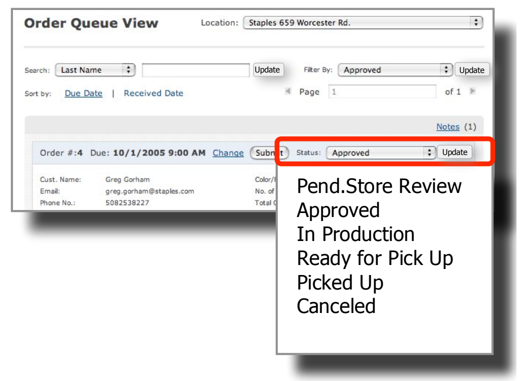


Now that you've saved the file(s) to the MPS, let's discuss another important aspect of processing Web Submission orders, specifically–

Tracking the Status of each Job and Order

You will need to update the status of each Job and Order at key points in the order's lifespan. This will help monitor order progress, and keep customers and other CPC associates informed about the order.

Here are the **Status Options** and what they mean. We'll discuss each Status later in this chapter.



Pend.Store Review- A Web order has arrived, but we haven't approved it yet.

Approved- We've reviewed the order and determined it can be produced on time.

Canceled- We've determined we cannot produce the order as requested. **Before canceling a Web Submission order, you will need to call the customer to discuss alternatives. More on this in a moment…*

In Production- The order is being produced.

Ready for Pick Up- The Order is ready for customer pick up. *An automatic e-mail will be sent to the customer letting them know that their order is ready. IMPORTANT: Remember to update this status, or the customer will not be sent the email.

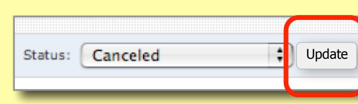
Picked Up- The customer has picked up the order and paid for it. Be sure to remember to "close out the order" by updating this status.

Note: Once the order has been picked up, changing the Order Status to "Picked Up" is important because…

-It enables customers to re-order their order online
-It informs CPC associates that the order was picked up and paid for

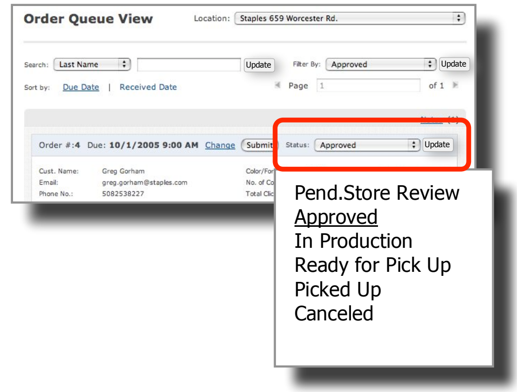
IMPORTANT:

Every time you update the Job Status, you must **click the "Update" button after you select from the Job Status drop down menu.**



If you don't, the Status Change will not update.

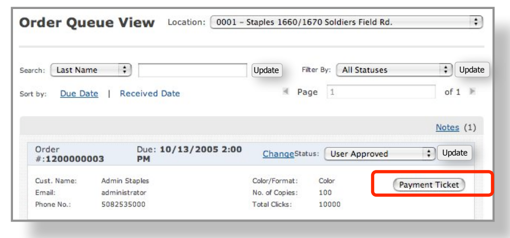
At this point in these instructions, you have received and reviewed the customer's file, and saved it to the MPS system. In Web Submission terms, we will consider the order as officially "Approved". So let's change the Status of this order, following the next set of instructions.

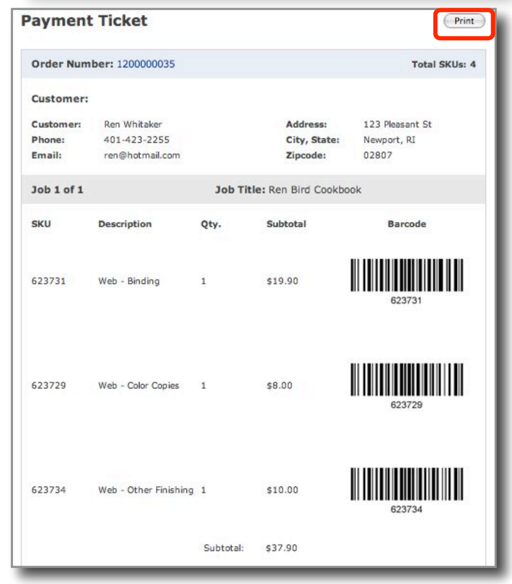


15. To update a Job or Order Status, go to the Administrative Tools Tab, then to the Order Queue View screen. Next, use the Status drop down menu to change the Order Status to "Approved" and click the "Update" button.

16. Next, open and print the Payment Ticket for the order by clicking the Payment Ticket button. When the Payment Ticket opens, click on the Print button on the upper right side of the page.

    Note: Once the order is complete you will use the Payment Ticket to create a Copy Hold for the Order. We'll discuss this in greater detail in Chapter Three: *Order Completion– Pick Up & Payment.*





17. Retrieve the Payment Ticket from the printer, and staple it to the front of the order envelope.

18. Begin production. (See Chapter Two: *Order Production*)

IMPORTANT: If you notice problems with the customer's order, or if you are concerned about meeting the customer's deadline, refer to the next section of this Chapter- Order Exceptions.

Overview: Order Exceptions

We've just discussed the basics of processing a customer's web submission order. There will be times, however, when you may need to perform a few extra steps to meet the customer's needs. For example:

➢After exploring all production options, you determine that **the customer's requested order due date/time cannot be met**. In this case, you would need to call the customer to discuss a new due date/time.

➢You may notice the **Job Specifications and the Customer's Notes conflict**, or you may have questions about the Job Specifications.

➢**The customer requests a product that is not currently offered on the Web.**

➢**It may be necessary to route the order to your Hub**.

IMPORTANT: Before making changes to a customer's order, make every effort to resolve any issues and complete the order as the customer requested. If you have exhausted all other options, **call the customer first before making any changes** to discuss alternatives. Then, if necessary, follow the instructions provided to change the order in the system.

In addition, we often call customers who bring us over the counter and email orders to suggest additional products and enhancements for their order. However, the typical web customer is likely to be particularly sensitive to these calls, and may perceive them as an interruption or delay. In addition, web order customers will already have chosen their desired job options when they built their order.

Therefore, please **do not** **call customers about their web order unless there is a question or problem with it.**

Exception One: Editing the Order Due Date/Time

Overview

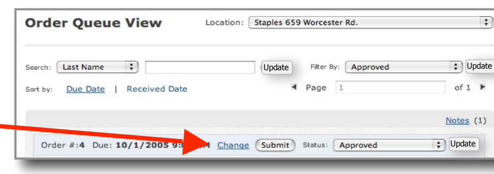
The order due date/time may need to be adjusted after the customer submitted the web order. This may be for a couple of reasons:

A. The customer may call you with a new Requested Due Date/Time. (The customer can't make these changes themselves.)

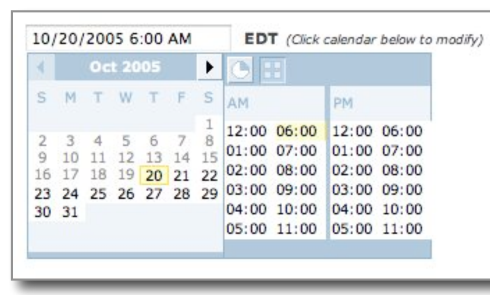
B. **You** may determine that your store may not have the supplies, staff, or production capacity to produce the customer's order by their requested due date. In this case you would call the customer to discuss alternatives, then follow the instructions below.

To Edit the Order Due Date/Time:

1. In the Order Queue View, find the order that requires changes to the due date. Click the Change link next to the order's due date.



2. Modify the date/time using the pop-up calendar.

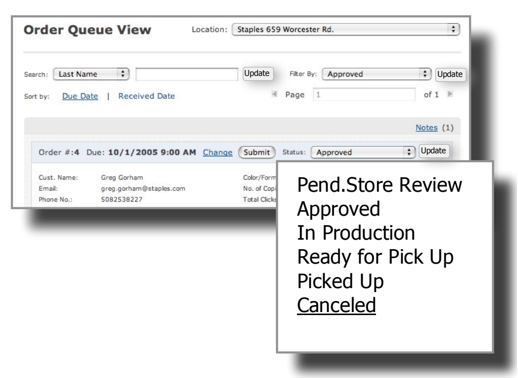


IMPORTANT: If you and the customer can't come to an agreement on the new Due Date/Time, cancel the order using the instructions below.

To Cancel a Web Submission Order:

1. Apologize to the customer for any inconvenience.

2. Then, change the Status of the Order to Canceled.
To do this, go to the Order Queue View Screen, and find the order that must be canceled. Click on the Order Status drop down menu and select "Canceled". Then click the "Update" button.



Exception Two:
The Job Specifications and Customer Notes conflict, and there is a price difference between options

Note: Most order conflicts will result in a price change, and will require you to follow the steps below. For more information about web submission pricing, see Web Submissions Frequently Asked Questions posted on Staples@work.

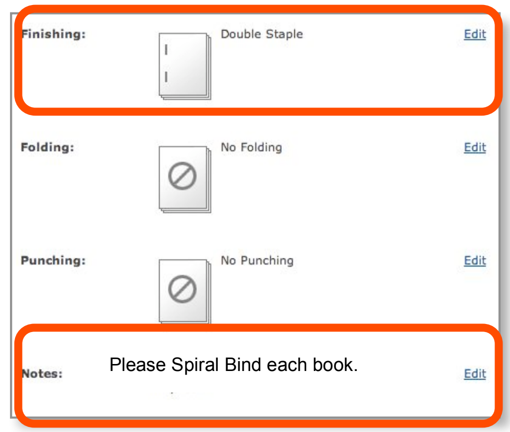
Overview
Imagine you've reviewed each Job Ticket in an Order and noticed there are discrepancies between the icon Options the customer has chosen, and what the customer typed in the Notes section. This is an important issue to address, especially when each option creates a different price for the customer. What should you do? Before we answer this question, first let's consider…

Why might a customer's options and notes conflict?

-They may be unclear about services offered on the online form. For example, the Job Ticket lists "No Finishing" as the Finishing option, but in the Notes section, the customer requests Spiral Binding.

-They may simply prefer to type notes rather than select options from the form.

-They might have made a mistake on the form.

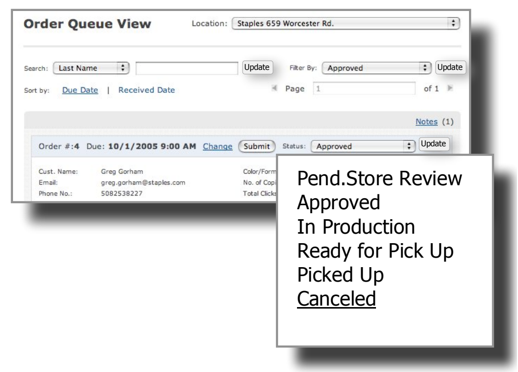


To Resolve a "Price Change" Job Specification Conflict:

1. Call the customer immediately to determine how they want their order produced.

2. If you determine their preferred options **<u>will</u> change the final pricing of the order**, ask if it's possible for the customer to **re-submit** the order with the correct information.

   If the customer <u>can</u> re-submit the order, change the Job Status to Canceled. To do this, go to the Order Queue View Screen, click on the Order Status drop down menu and select "Canceled". Then click the "Update" button.

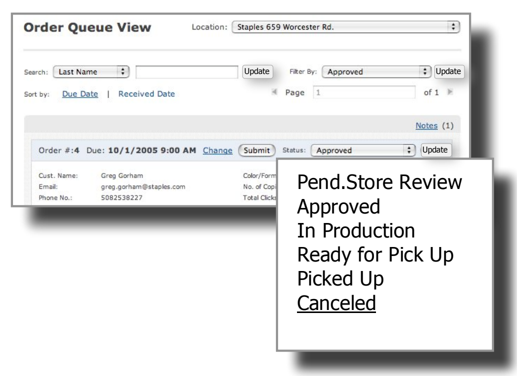


3. When the revised order arrives, process it accordingly.

If the Customer Can't Resubmit the Order:

1. Save the file to the MPS *My Documents* folder.

2. Change the Job/Order Status to Canceled. To do this, go to the Order Queue View Screen, click on the Order Status drop down menu and select "Canceled". Then click the "Update" button.



3. Handle it as an e-mail order.

<u>Exception Two, continued:</u>
The Job Specifications and Customer Notes conflict, and there ISN'T a price difference

Note: As previously mentioned, it will be <u>more common</u> that Job Specification conflicts WILL result in a price change, and require that you follow instructions on the previous page. For more information about web submission pricing, see Web Submissions Frequently Asked Questions posted on Staples@work.

Overview
Imagine you've reviewed each Job Ticket in an Order and noticed there are discrepancies between the icon Options the customer has chosen, but there <u>won't be a price difference</u> when the completed order is rung into the POS.

For example, the <u>Job Ticket</u> lists Pastel Salmon as the Paper Selection, but in the <u>Notes</u> section the customer requested the order be run on Pastel Yellow paper. Since both papers are pastel papers, the price will be the same.

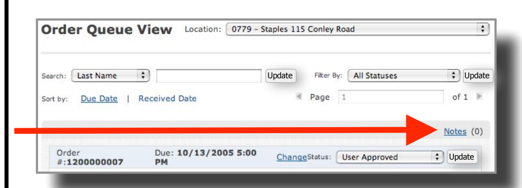
<u>To Resolve A "No-Price Change" Job Specification Conflict:</u>

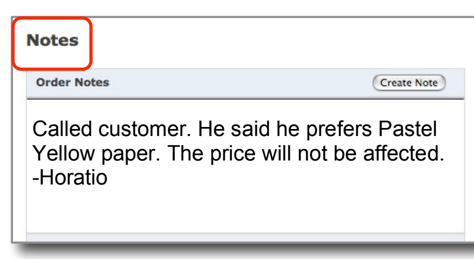
1. Call the customer to determine which option they want.

2. Once this has been clarified, make a note of the customer preferences. This will inform all CPC associates that the customer has confirmed the order instructions.

   To do this, click on the Notes link on the right hand side of the Order Queue View. Then, click on the Create Note button and type your message. Be sure to mention that the final order price won't change.

   Note: You may also decide to write the customer's preferred options on the Job Ticket. This will be especially helpful if another CPC associate produces the Order.





3. Produce the order.

Exception Three:
The Customer Requests a Copy & Print Product Not Offered through Web Submission

Example:
A customer submits a file and asks us to enlarge it to a 24” x 36” color poster. Oversize color is not offered as a Web Submission product, yet we **can** produce the order, right? Of course!

To Handle a Customer Product Request Not Available Online:

1. Review the Due Date/Time to see if it’s possible to complete the order. Prepare to negotiate a new Due Date/Time if necessary.

2. Call the customer. Tell them you can complete the order, but that it will be canceled in the system because that service isn’t offered via web.

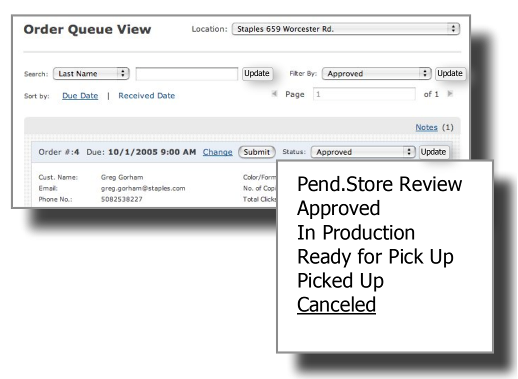
3. Let them know the price of the order by creating a Copy Hold.

4. If they approve the price and Due Date,

   A. Save the file to the MPS *My Documents* folder.

   B. Change the Job/Order Status to Canceled. To do this, go to the Order Queue View Screen, click on the Status drop down menu and select “Canceled”. Then click the “Update” button.

   C. Handle it as an e-mail order.



Exception Four: Routing an Order to the Hub

IMPORTANT:
If you route an order to the Hub, your store will need to update the Status of the Order from Order Approval to Completion. The Hub cannot update the Order status.

Overview

Occasionally, your store may not have the supplies, staff, or production capacity to produce the customer's order by their requested due date. Or perhaps you prefer not to tie up your machines with a large order. In this case, an alternative to complete the order may be to route the order to your Hub.

To Route an Order to the Hub:

1. Print out the Job Ticket(s). Make note of the Order Number.

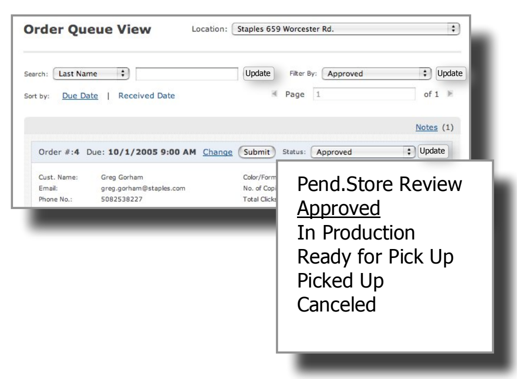
2. Call the Hub to be sure they can complete the order and ship it back to your store by the due date.

   If the Hub can't complete the order on time, call the customer and try to negotiate a new Due Date/Time.

   (See "To Edit the Order Due Date/Time" in this Chapter.)

3. If the Hub can complete the order, provide the Order Number to the Hub so they can access the order online through their MPS.

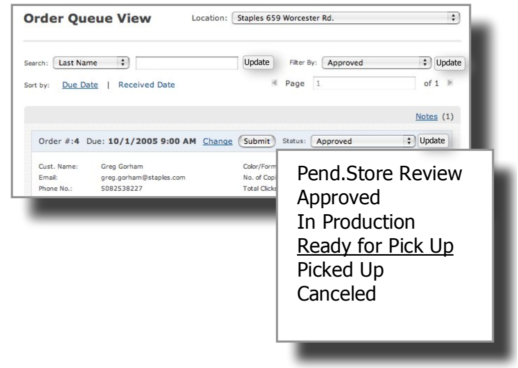
4. Next, change the Status of the order to "Approved".
   To do this, go to the Order Queue View Screen, click on the Order Status drop down menu, and select "Approved". Then click the "Update" button.



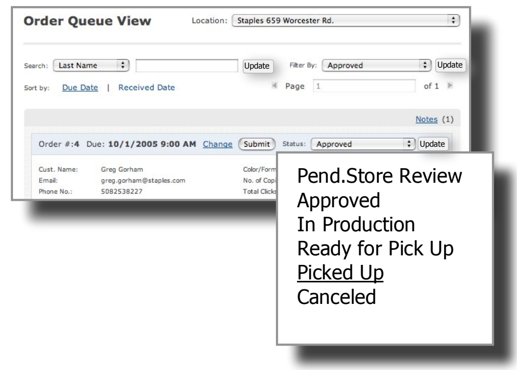
5. Enter the order into the Production Log so all CPC associates are aware the order is at the Hub, (continued on next page.)

6. The Hub will send the completed order back to your store. After quality checking, packaging and preparing the order for payment, change its Status to “Ready for Pickup”.

   To do this, go to the Order Queue View Screen, click on the Order Status drop down menu and select “Ready for Pick Up”. Then click the “Update” button. This will send an automatic email to the customer letting them know the order is ready for pickup.



7. Once the customer has picked up and paid for the order, change the Order Status to “Picked Up”. To do this, go to the Order Queue View Screen, click on the Order Status drop down menu and select “Picked Up”. Then click the “Update” button.



Web Submission Order Processing Questions:

Question One: ***How does the Web Submission system calculate the standard turn-around time for an order?***

Answer: As the customer completes his order in Staples Copy & Print Online, the system provides the customer with an initial turn-around-time/due date. Currently, the system is set to 12 business hours (based on store hours of operation.)

Example: If the customer places the order at 9am on a Monday, the default due time the customer receives is 9pm that evening. If the customer sends a web order at 2am, and your CPC opens at 8am, the automatic due time would be 8pm that evening.

Question Two: ***What if the customer isn't satisfied with the automatically generated due date/time?***

Answer: The customer has the option of selecting Rush Order for a 5% fee. Keep in mind, a request for a Rush Order is only a *Requested* due time from the customer. We have not yet committed to this due time.

IMPORTANT: If you are not able to meet the customer's Rush Order request, **call the customer IMMEDIATELY** to alert them to the issue. Ideally, you and your customer can work out another means of getting their order completed.

(See "To Edit the Order Due Date/Time" Page 7 of this Chapter.)

Question Three: ***What if I am unable to find an acceptable solution to meet the customer's deadline?***

Answer: Follow these steps-

1. Apologize to the customer. Let them know we cannot complete their order at this time.
2. Return to the Order Queue View, and change the order status to "Canceled." To do this, go to the Order Queue View Screen, click on the Order Status drop down menu and select "Canceled". Then click the "Update" button.

<u>Question Four:</u> What should I do if lack of inventory will prevent me from meeting the customer's due date/time?

Answer: Follow the same operational procedures that you would under regular circumstances, such as:

A. Borrowing supplies from another store
B. Routing the order to the Hub
C. Calling the customer to discuss…
   -a longer turnaround time
   -running their order on a different stock if need be
   -running part of their order now, and the rest later

<u>Question Five:</u> What are the circumstances under which we might Cancel a Customer's Web Order?

Answer:
A. If the file is copyrighted
B. If the customer requests a product not currently offered via Web Submission
C. If the Requested Due Date/Time is not acceptable, an alternative time cannot be reached, and the Hub cannot assist in producing the order
D. If you review the Job Specifications, you noticed a conflict that changes the price.

Congratulations!

You've just completed all the steps required to Process a Customer's Web Order.
Now it's time to Produce the Order…

Chapter Two: Order Production

Before beginning production, be sure that the following steps have been completed:

- ✓ The order is listed as "Approved" at the Order Queue View screen
- ✓ The Job and Payment Ticket(s) have been printed
- ✓ The order information has been written in the Production Tracking Log and Calendar according to standards outlined in Chapter One.
- ✓ The order has been properly saved to the *My Documents* Web Submission folder of the MPS.

For help with any of these tasks, see *"Chapter One: Order Placement- Processing A Web Order".*

Once these tasks are complete, you are ready for production.

To Produce a Web Submission Order:

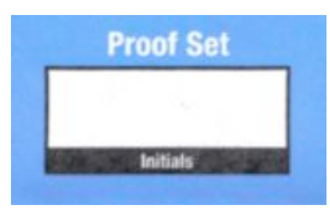
1. Open the MPS *My Documents* Web Submission folder where the file(s) were saved.

   Note: See "Chapter One: To Accept & Process Web Submission Orders, Step 13" to learn more about how to properly save a web submission files to the MPS.

2. Double-click the name of the file you wish to open.

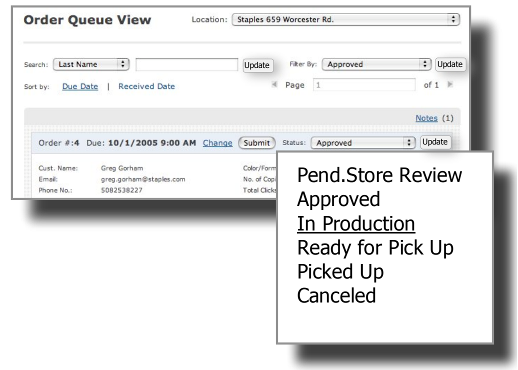
3. Print a proof.
   Be sure to use the appropriate printer (color or black & white) and follow customer specifications (SS or DS; paper stock; stapled or not stapled.)

4. Review the Proof and perform a Quality Check.
   If the Proof meets our quality standards, initial the order envelope in the "Proof Set" box.

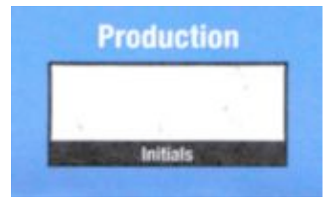


5. Next, as you begin to produce each Job in the Order, change the Job Status of each Job from "Approved" to "In Production".

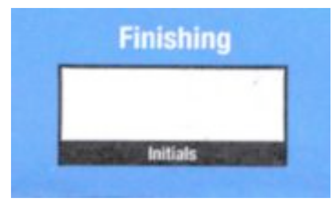
   To do this, go to the Administrative Tools Tab > Order Queue View. Then click on the Status button to access the drop down menu, and click "Update".



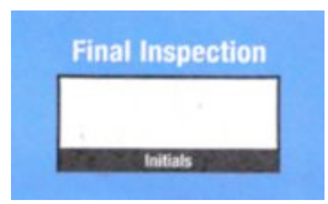
6. As each Job in the Order is completed, initial the "Production" box of its order envelope.



7. Likewise, as you complete any Finishing work for a Job in the Order, initial the Job's order envelope in the "Finishing" box. (This may include binding, folding etc.)



8. Follow the same process for Final Inspection(s). Initial each order envelope in the "Final Inspection" box.



Well done!
You've just Processed and Produced a Web Order.
Next, we'll review the last stage in the Web Submission process in "Chapter Three: Order Completion- Payment & Pick Up".

Chapter Three: Order Completion- Pick Up and Payment

At this point, you have produced the order and completed all the corresponding quality checks. Now it's time to prepare the order for payment and pick-up by creating a Copy Hold in the POS system.

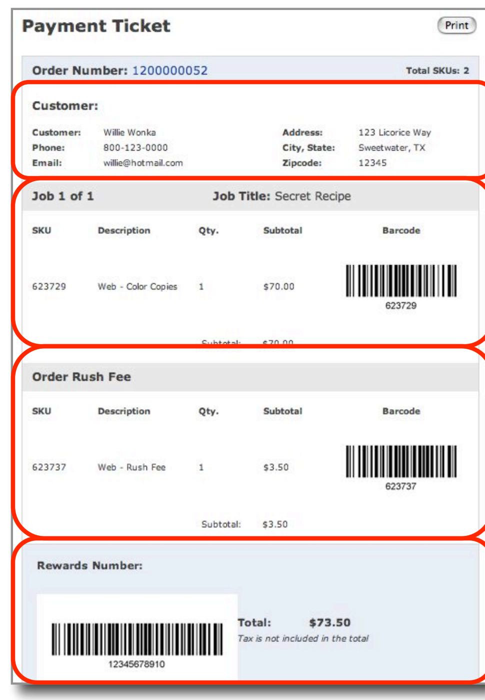
To Create a POS Copy Hold for Web Submission Orders:

1. Review the order Payment Ticket.

   The Payment ticket contains the following information:

   - Customer information
   - A list of all Jobs in the Order
   - Skus for each component of the each Job in the Order
   - Additional Job details such as: a description of each sku, quantity, and a price subtotal
   - The appropriate barcodes to generate pricing
   - Staples Rewards & Rush Fee barcodes, if applicable

   Note: The Payment Ticket does not include taxes or coupon information.



2. Take the scanner out of the cradle. Scan all barcodes for each Job in the Order. There may be multiple barcodes depending on the complexity of each Job.

   Note: The order shown on the right has only one Job associated with it.

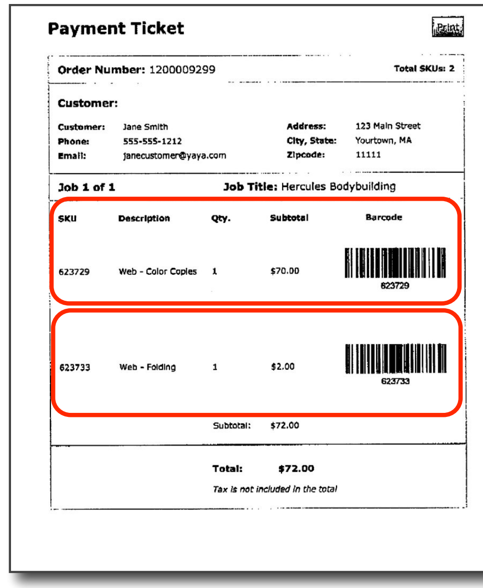
3. As you scan each barcode, follow the POS prompt to enter each sku's Subtotal Price, listed to the left of each barcode.

   Continue this until all barcodes have been scanned, and all Subtotals have been entered.

4. Next, if the customer's Staples Rewards Number hasn't been entered into the POS yet, review the Payment Ticket for a Staples Rewards Number barcode. If you see a Staples Rewards barcode, scan it.

5. Likewise, review the Job Ticket for a Rush Fee barcode. If you see one, scan it and enter the Rush Fee dollar amount. The Rush Fee charge is 5% of the order price.

   Note: A Rush Fee barcode will only appear on the Checkout screen if the customer had requested one.



Payment Ticket

Print

Order Number: 1200009299 — Total SKUs: 2

Customer:

Customer: Jane Smith — Address: 123 Main Street
Phone: 555-555-1212 — City, State: Yourtown, MA
Email: janecustomer@yaya.com — Zipcode: 11111

Job 1 of 1 — Job Title: Hercules Bodybuilding

SKU	Description	Qty.	Subtotal	Barcode
623729	Web - Color Copies	1	$70.00	623729
623733	Web - Folding	1	$2.00	623733

Subtotal: $72.00

Total: $72.00
Tax is not included in the total

6. Next, print out the POS Copy Hold receipt.

7. Ensure that the pre-tax Copy Hold subtotal equals the Payment Ticket subtotal.

8. Staple Copy Hold receipt, along with the Payment Ticket, to the Order Envelope.

COPY HOLD TRANSACTION

TRAN NO.: 09852 REGISTER NO.: 005
DATE: 01/19/2006

2 ITEM(S): $72.00

1 WEB-COLOR COPIES
623729 70.00
Order No. 1200009299
1 WEB-FOLDING
623733 2.00
Order No. 1200009299

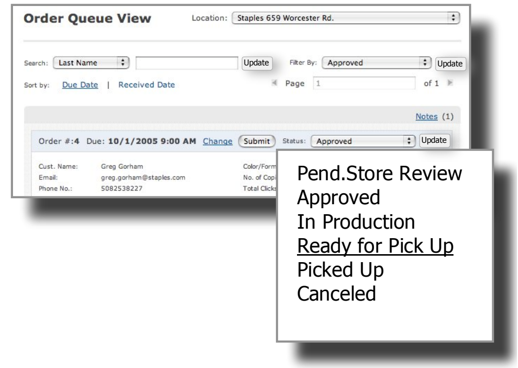
544869 005 009852
0720 01/19/2006 08:40

0 7 2 0 0 0 5 0 0 9 8 5 2

Company Name: .
Name: . .
Phone Number: 444-444-4444
Time Due: 7:00a

IMPORTANT: Web prices are set at **nationwide** pricing, meaning that no matter where a customer lives or what store they send their order to, they will receive **web pricing**. Web pricing may be slightly different from your normal store pricing. For this reason, it is important to **key in the prices shown on the Payment Ticket** to ensure accuracy for the customer.

9. Next, go to the Order Queue View page, and change the Order Status to “Ready for Pickup” at the Job and Order level. To do this, go to the Order Queue View Screen, click on the Order Status drop down menu and select “Ready for Pick Up”. Then click the “Update” button.



10. The system will send an email to the customer alerting them that the job is ready.

    Note: If you do not update this status, the customer will not know that their order is ready to be picked up.

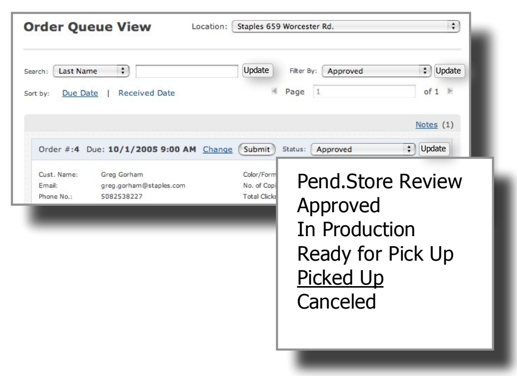
To Complete the Web Submission Order Once the Customer Arrives for Pick Up:

1. When the customer arrives to pick up the order, ask them to review it carefully, including the order itself, all Job Tickets, the Payment Ticket and Copy Hold.

2. If the customer is satisfied, scan the barcode at the bottom of the Copy Hold receipt and obtain payment.

   Note: If we haven’t already collected the customer’s Staples Reward Number, be sure to do this now.

3. Complete the transaction by thanking the customer, then go back to the Order Queue View screen and change the job status from “Ready for Pickup” to “Picked Up.” To do this, go to the Order Queue View Screen, click on the Order Status drop down menu and select “Picked Up”. Then click the “Update” button.



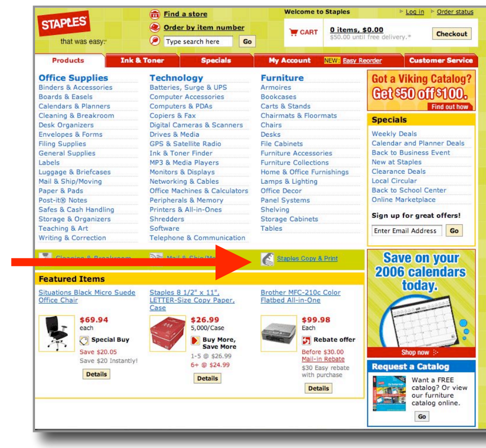
   Note: The system will record the Order as complete and make it available to the customer for Reorder.

4. Mark the order as complete in the Production Tracking Log and Calendar.

Nice Work!
You’ve just completed the Web Order Submission Process!
The next two chapters illustrate what the customer sees when they submit a web order.
This may help you coach customers who wish to send Web Orders to your Copy & Print Center.
Let’s review the customer side of the process now…

Chapter Four: Customer Access & Registration

Customers can get access to Staples Copy & Print online using a link on www.staples.com, or by visiting www.staplescopycenter.com.



To submit a web order, customers may use their existing Staples Copy and Print Online account, or if they are a first-time user, they may create a new account.

There are a variety of resources available to the customer if they need assistance, including:

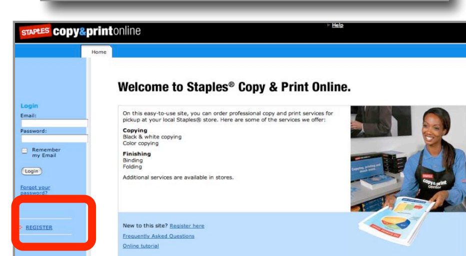
- Frequently Asked Questions posted on www.staplescopycenter.com.
- An online customer tutorial, also on the site
- A Help link on the site, which provides the customer service number 1-800-378-2753.
  This number connects customers with a Staples.com Customer Service Representative, who is trained to assist customers with Web Submission issues.

If a customer asks you for help setting up an account, you can assist the customer using the steps below.

To Help Customers Open a Staples Copy and Print Account:

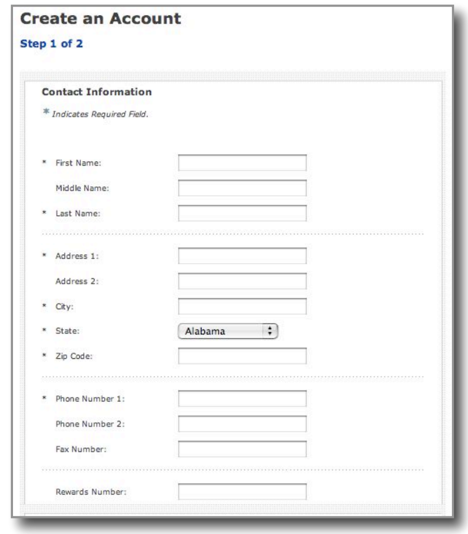
1. Tell the customer to go to www.staplescopycenter.com. This will bring the customer to the Staples copy and print landing page. The customer then clicks a link for online copying.

The web submission site will launch, and a window will appear with a welcome message as well as information about some of the benefits of using Web Submission. Customers can create a new account by clicking on the Register link.



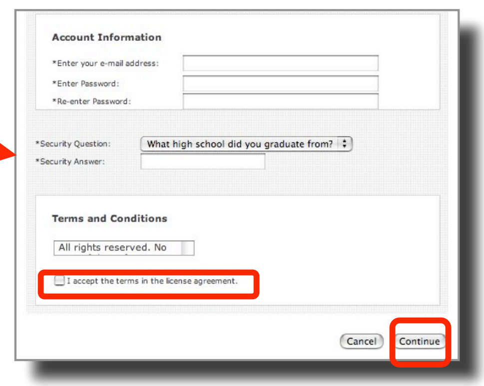
2. If the customer chooses to Get Started, they will be asked to provide the following information for their profile:
    - Name
    - Address
    - Phone number(s)
    - Staples Rewards number
    - Email address

   This information will be used to populate their Job Tickets when they submit an order.



3. The customer will then create a password, and will be asked to select and answer a security question (in the event they forget their password.)

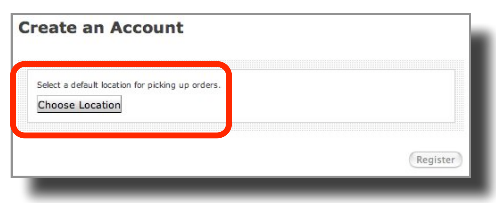
4. The customer will then be asked to agree to Staples Web Submission Terms & Conditions. To agree, the customer should check the "I accept the terms in the license agreement" box at the bottom of the Create An Account screen, and then Continue.



5. Next, the customer will be asked to select a default Store location for picking up orders by clicking Choose Location.

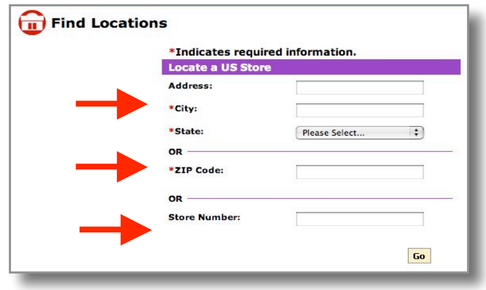
   The customer's account will be linked with this location because it is the store most likely to produce their order, and the store from which they would most likely prefer to pick up their order.

   Note: The customer always has the option to change the Pick Up location on an order-to-order basis.

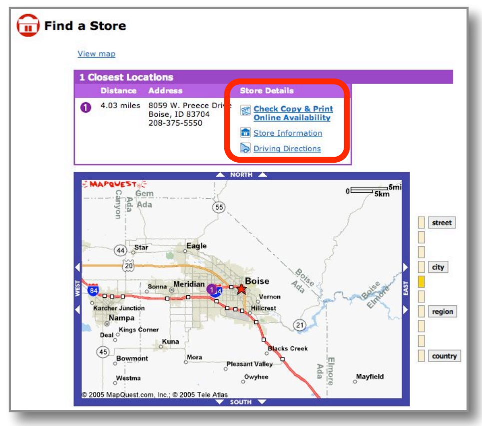


Here are the steps the customer will take to select a default web submission location:

A. The system will ask the customer to enter a location by entering either the:
   -city and state
   -zip code or
   -store number
   The store they select is where they would like to pick up their order. The customer then clicks "Go".

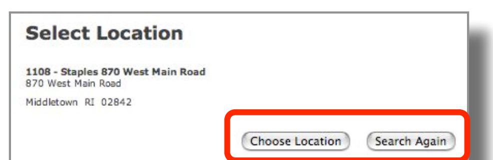


B. The system will automatically show the Staples locations closest to the address in the customer's profile. To select one of these locations, the customer should click the "Check Copy & Print Online Availability" text to the right of the store's address to ensure the store has gone live with web submission.

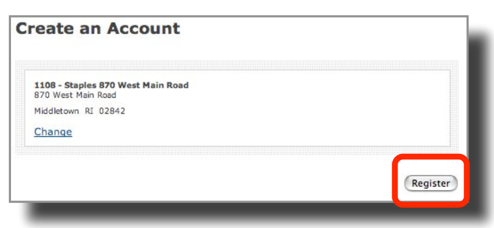


C. Next, the customer has the option to Choose the Location, or, if the customer wishes to search for a different location, they can select the Search Again button, and enter another City & State, Zip code, or Store Number.

Note: During the actual ordering process, the customer will have the ability to select a different store than their default location to produce their work. This can come in handy for business travelers, who travel to other states or cities, and wish to have their work produced at the closest Staples store.

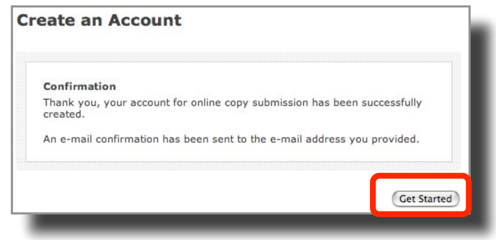


6. When the customer is satisfied that they've entered the correct account and pick up location information, they should click the Register button to confirm their choices.



That's it!

A screen will appear thanking the customer for successfully creating a web submission account. An email will automatically be sent to the customer with their account registration information.



Now that the customer has successfully registered, they can begin using Staples Copy & Print online by clicking on the Get Started button. From there, they can send their first order via Staples web submission!

Chapter Five: Customer Login & Order Placement

Once the customer has created a profile in the system, they can begin placing web orders. To begin, the customer simply logs in to the system, builds an order, and then sends it to the store of their choice.

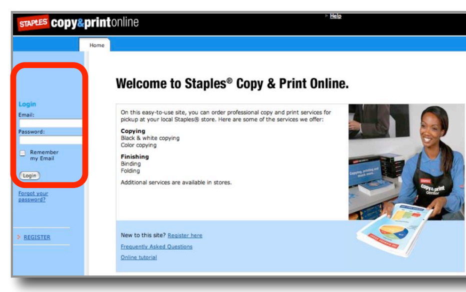
How Customers Login to Staples Copy & Print Online:

1. Customer can access Staples copy & print online two different ways:

   -They can go to www.staples.com, and click a link for the online Copy & Print Center

   -Or, they can access the website directly by visiting www.staplescopycenter.com.

2. Staples Copy & Print online will launch. At the left side of the screen, customers will see a Login Window. To Log In, the customer enters their username (which is their email address) and their password, and then clicks Login.

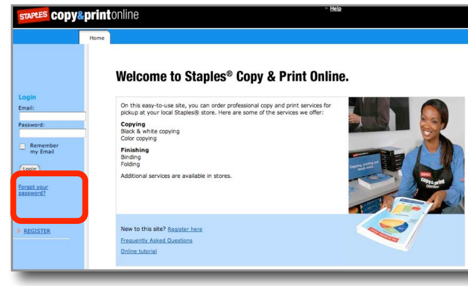


3. The system will verify the user name and password, and, if correct, it will display the post-login home page. The customer can now create their order.

   Note: If either the user name or password is incorrect, the system will prompt the customer to re-enter. If they cannot remember their password, refer to the next page.

If Customers Forget their Password:

Coach the customer to:



1. Select the "Forgot your Password?" link on the left hand side of the Staples Copy & Print Home page.

2. Enter their email address.

3. Answer the Security Question the system asks them.

4. If their answer is correct, they can enter a new password.

5. Click the Save Password button. The system will then send them back to the Login page.

   Note: If customers forget the email address they used to open their account, direct them to call customer service at: 1-800-378-2753

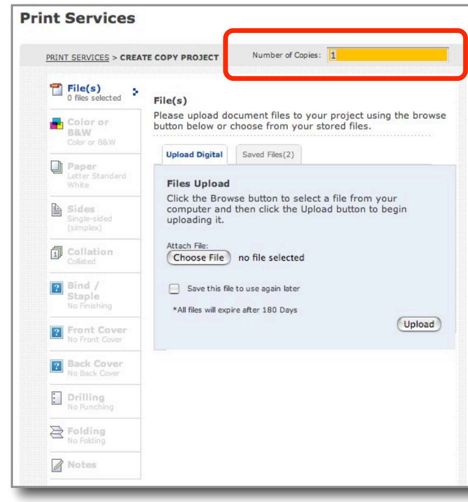
How Customers Select & Upload New Files:

1. Once the customer has successfully logged in, another screen will open to remind the customer that although they may place orders online, they'll need to pay for and pick up the order at a Staples store.

   The customer clicks "Get Started" after reading this message.

   Note: If the customer is unfamiliar with creating online copy orders, they can also choose "Help Topics" at this point.

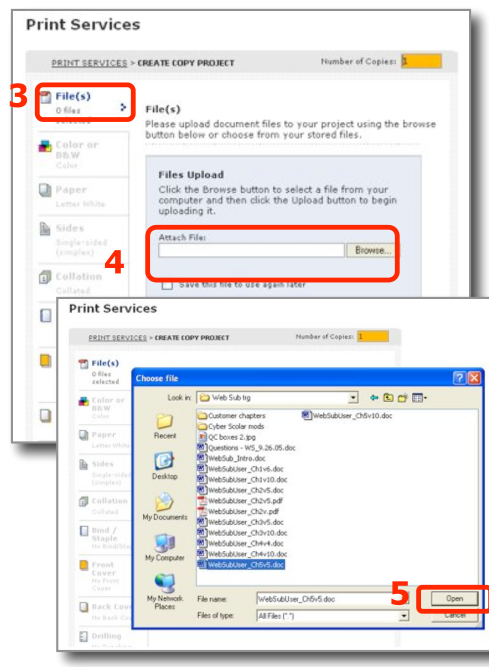
2. The Print Services Window will now open.
A field labeled Number of Copies will appear at the top right corner of the screen. The customer may choose to enter the Number of Copies they wish to have produced at this point, or they may choose to do so at other points throughout the order building process.



3. The customer will see a list of web submission options on the left side of the screen, the first of which is File(s).

4. The customer can locate the file(s) they want to send to Staples by clicking Browse.

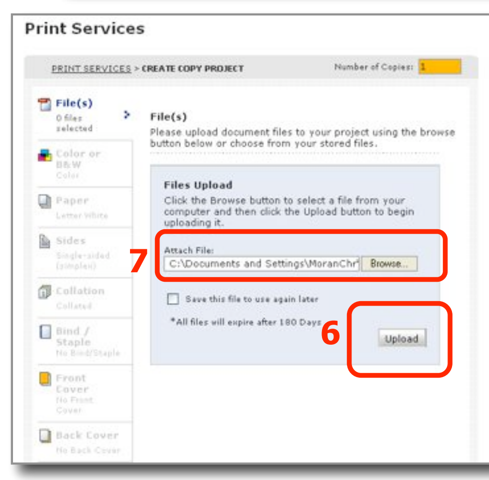
5. Once the customer has located a file, they should double click on it, which will attach the file, or single click on it and select Open.



6. Now that the customer has selected the file to send to Staples, they should click Upload to save it to the server.

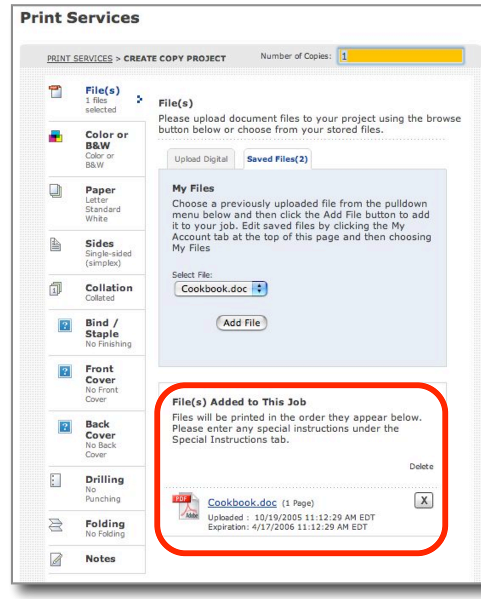
7. The customer should continue to choose Files and Upload them until all files in this order have been uploaded.

Note: Staples Web Submission system supports over 200 file types, and automatically converts files to PDFs as they are uploaded, making it easier for us to process and produce them. See Web Submission FAQs at Staples@work for the list of supported file types.



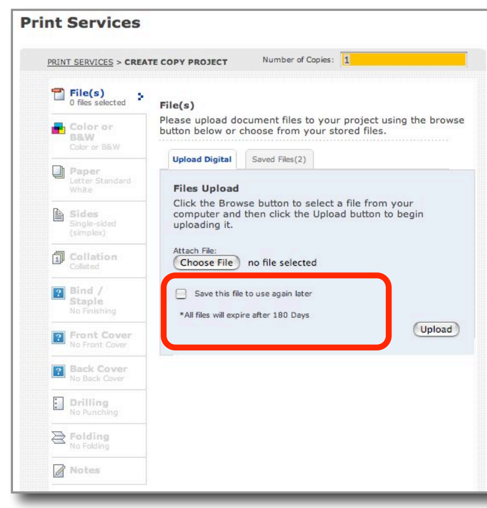
8. As each file is uploaded, its file name will appear in the section of the screen labeled: *File(s) Added to This Job.*

   If the customer wants to delete a file that has been uploaded, they simply need to select the box with the X to the right of the file.

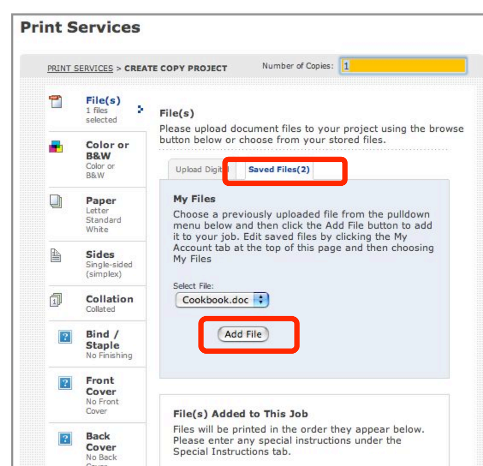


How Customers Can Save and Access Files for Future Use:

1. The customer will have the option of saving this file to their online library and send it again in the future by checking the "*Save this file to use again later" box*. Customer files will be stored for 180 days.



2. To access these files in the future, the customer should select the Saved Files tab. A drop-down menu with previously saved files listed will appear. The customer simply selects the file(s) they want, then clicks the Add File button.



Customer Production & Finishing Options:

Now that the customer has successfully located and uploaded their files, they can begin building their Copy & Print order. Here's how…

Under the File option we just discussed, there is a list of production and finishing options. The customer simply clicks on each option and makes their selections, including:

A. **Color or B&W** – The customer selects if the order should be run on a Color or Black & White copier. They can also specify 1st page in color, rest in black & white.

B. **Paper** – There are 3 pull-down menus with options:
Paper size: ledger, legal and letter
Paper type: standard, bright, cardstock, resume etc.
Paper color: based on previous two choices, this menu will show what colors are available.

Note: The color of the paper on the screen may not accurately represent the actual paper color, as monitors may be calibrated differently. This is relayed to the customer as well.

C. **Sides** – Single sided or double sided

D. **Collation** – Collated versus uncollated

E. **Bind/Staple** – Customer chooses from the available options, such as Stapling, Comb Binding etc.

F. **Front Cover** – Customer chooses from the available options, such as Clear Cover, No Cover, etc.

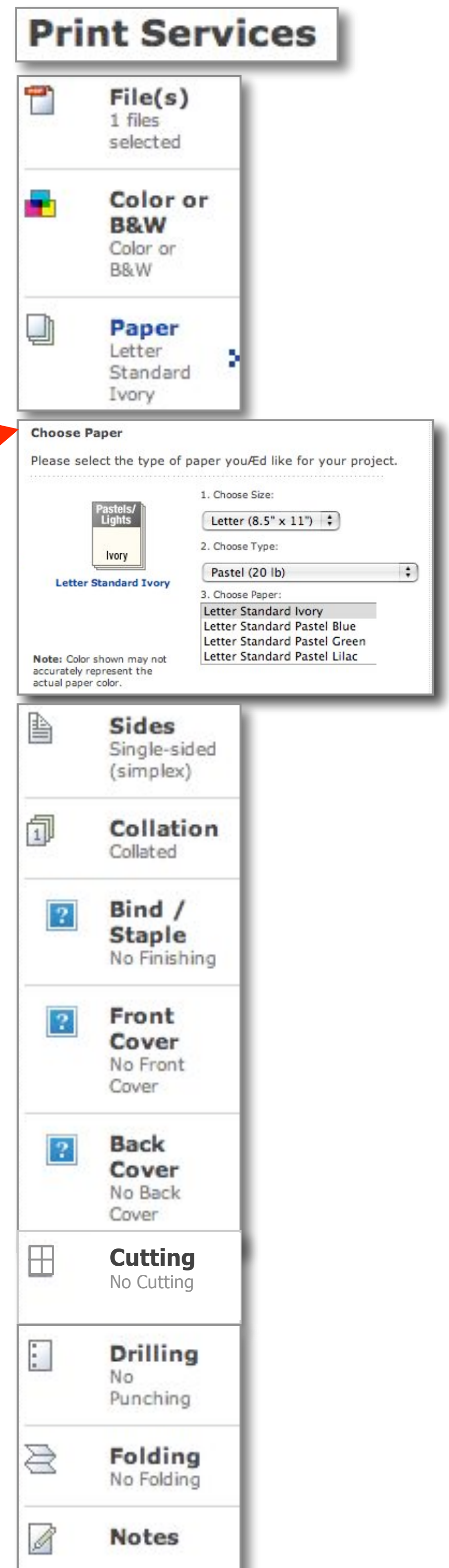
G. **Back Cover** – Customer chooses from the available options, such as No Back Cover etc.

H. **Cutting** – In half, (vertically or horizontally), in Thirds or in Quarters

I. **Drilling** – 3-Hole Drill, or No Punching

J. **Folding** – Customer chooses among the available options, such as Z-fold, or No Folding, etc.

K. **Notes** – The customer may type any special instructions about the job here. Be sure to pay close attention to this section as you process the order.



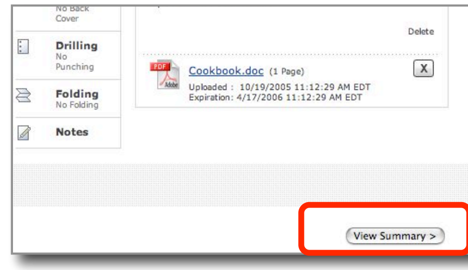
IMPORTANT: Not all copy and print options will be available through web submission. Do not direct customers to use the customer Notes option to request items unavailable through web submission.

Instead, if a customer requests an item not offered online, refer to: "Chapter One: Exception Three – *To Handle a Customer Product Request Not Available Online".*

For a list of all products offered online, see Web Submission FAQs on Staples@work.

How Customers Review & Edit Orders:

1. After selecting the production and finishing options for the order, the customer should click the View Summary button at the bottom of the screen.

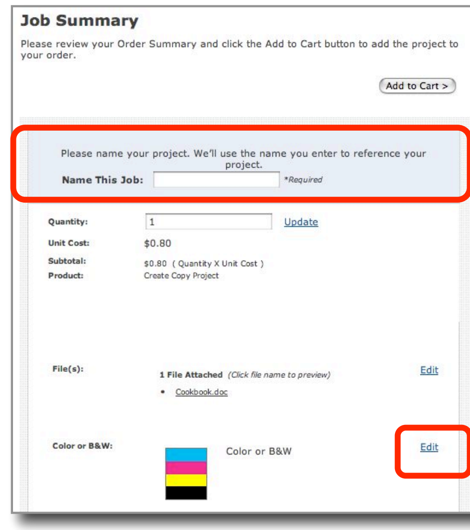


2. On the Job Summary screen, the customer will be asked to Name This Job.

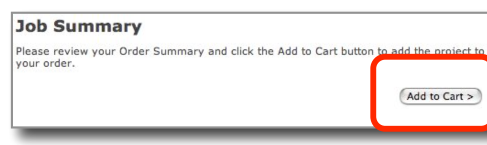
3. On the same page, the customer will see a summary of their order, including:

   - all production and finishing details
   - the quantity of copies they want and…
   - the Unit and Subtotal Cost of the order

4. The customer should review this information, and edit anything that is incorrect by clicking on the Edit button to the right of each specification.



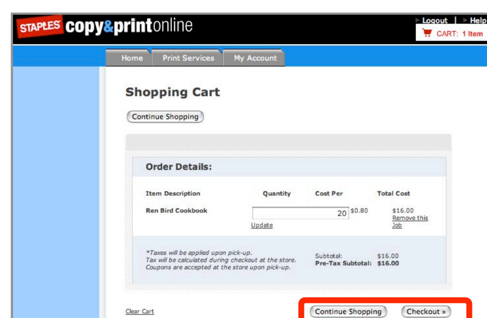
5. Once the customer is satisfied with the Job Summary, they should click the Add To Cart button at the top or bottom of the screen.



6. The customer's Shopping Cart will appear, showing all of the Jobs in their order, as well as:

   - The Quantity of copies requested for each Job
   - The Unit cost and a Total cost for each Job
   - The Subtotal and Total cost for the entire Order

   The customer now has the ability to update the number of copies requested for each Job in the Order, or to remove any/all Job(s) from the Order. Changes to either of these will affect and modify the price.

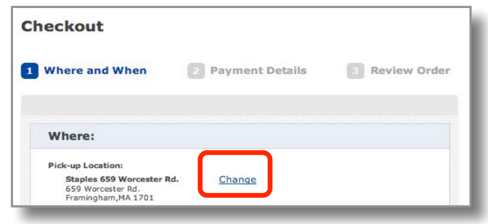


7. Once the customer is satisfied with their order, they may choose to either Continue Shopping, and build more web submission orders, or Checkout. Be aware that by choosing Continue Shopping, another Job is added to the Order.

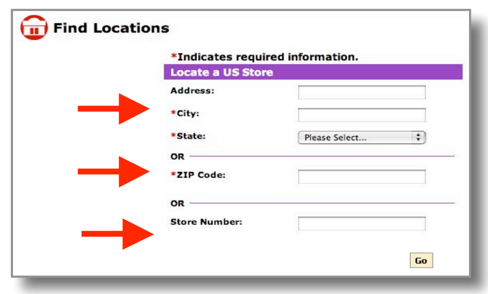
How Customers Can Change Their Pick-Up Location:

Once the customer clicks Checkout, they are asked where and when they'd like to pick up their order. The **default pick-up location** will be the location the customer selected during the registration process. If customers wish to have an order completed and ready for pick-up in a different store, they should:

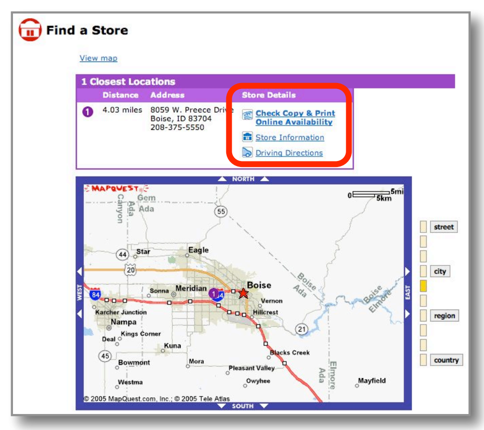
1. Click the Change link next to their default location



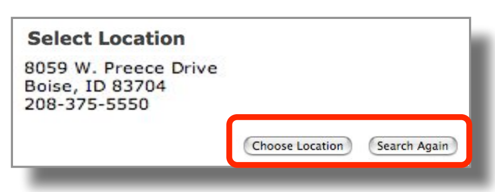
2. A "Find Locations" window will open. Customers should search for a new store based on City & State, Zip code, or Store Number. Then click "Go".



3. A list of the stores that are closest to the desired location will appear. The customer should then click the "Check Copy & Print Online Availability" link next to the location they prefer.



4. Next, the customer has the option to Choose the Location, or, if the customer wishes to search for a different location, they can select the Search Again button, and enter another City & State, Zip code, or Store Number.



How Customers Can Request a Rush Order:

The system is currently set to return a **default turnaround time** of 12 business hours. This is automatically generated by the system, based on store business hours.

Example: If the customer places the web order Monday at 9am, the default due time is 9pm that evening. If the customer sends a web order at 2am, and your CPC opens at 8am, the automatic due time would be 8pm that evening.

1. If the customer is dissatisfied with the turnaround time provided, they can click the Request Rush button to request a new due date and time.

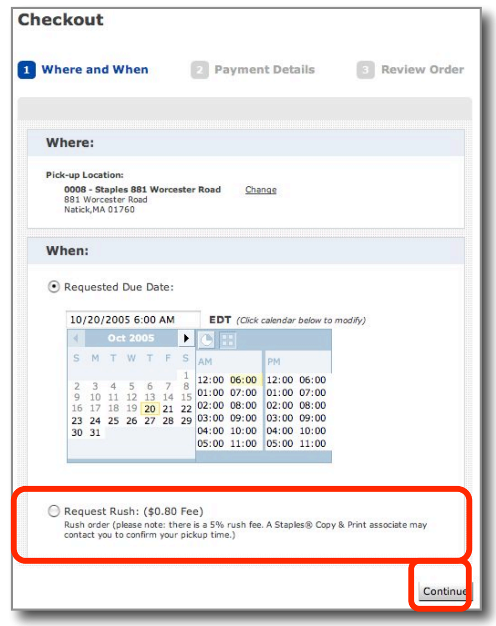
   Note: This is only a <u>requested</u> due date and time, and not a guarantee that we can meet the deadline. The system will not be able to determine if the job can physically be produced in the amount of time they have requested. <u>You</u> will need to review the order to determine if the Requested Due Time is possible.

   If we are able to accommodate, there will be a fee attached to a rush order. The Rush Fee is 5% of the Order Price.

2. Next to the Request Rush button, a message states that an Associate may contact the customer to confirm the Pick Up time.

3. Next, the customer clicks on the Continue button at the bottom of the screen.

   IMPORTANT: Regardless of whether we can or can't accommodate the Rush Request, you should call the customer to either confirm or negotiate a new Rush Request Due Date/Time.

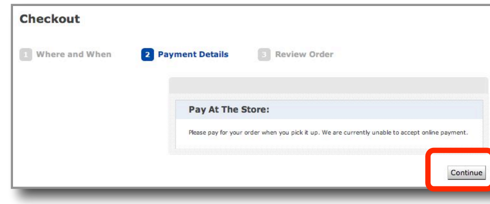


How Customers Handle Payment, Final Order Details, and Submit Their Order:

1. After the customer selects a Pick-Up location and Due Date/Time, a Payment Details screen opens. A message states that the customer must pay at time of pick-up.

   Note: At the current time, the customer cannot pay online with a Credit Card.

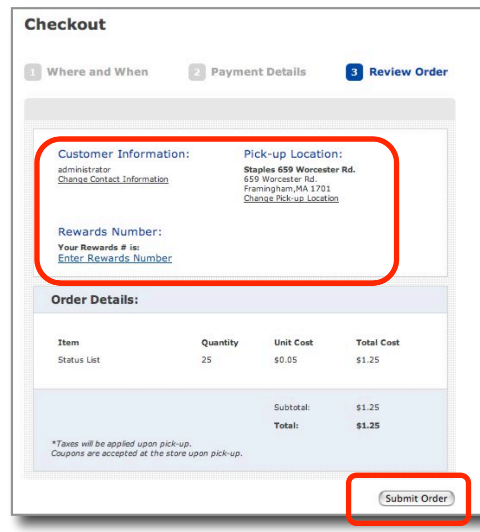
   For now, the customer clicks Continue.



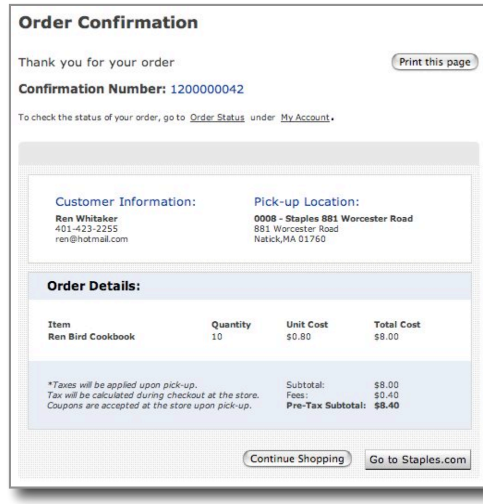
2. A Review Order screen pops up, with Customer Information, Pick-up location and Order Details. The customer can make changes by selecting the <u>Change</u> link under the appropriate heading.

3. The customer can also enter their Rewards Number if they did not in the Registration process.

4. If everything is correct, the customer should click the Submit Order button at the bottom of the screen.



Three things happen at this point, (two of which are transparent to the customer.)



- An Order Confirmation page appears on screen. The Order Confirmation:

  -Confirms that the order has been sent

  -Tells the customer where to pick up their order

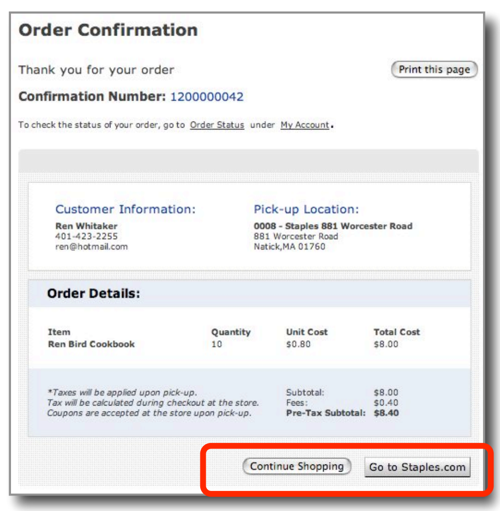
  -Encourages the customer to print the page and bring it with them when they pick up their order

  -Provides an Order Status link so the customer can check the status of their order

- The system sends the customer order to the appropriate store location queue and changes the Order Status to *Pend.Store Review.*

- An automatic email is sent to the store's email box, alerting the store that there is an order waiting for approval in the system. *(See Chapter One for more information on how to Process an Order.)*

5. **That's it! The customer has successfully submitted their order!**



Now they may choose to Continue Shopping, go to Staples.com, or Logout.

Chapter Six: Web Submission – Daily Queue Review

In this chapter, you will learn how to perform important steps to ensure that the orders in your Web Submission Queue are addressed in a timely manner.

Web Submission Order Status Options:

In any business, it is very important to manage customer orders efficiently and effectively. This is certainly true for Staples Web Submission orders. Keeping the status of all web submission orders up to date ensures that Web Submission order statuses are reliable, and that all who work on customer orders can easily find the status of any given order.

Web Submission has several order statuses, as discussed throughout this User Manual.
Here is a quick review of what each status means:

Web Submission Order Status Options:

Pend.StoreReview – Pending Store Review These orders have not yet been approved by the store

Approved – The store has reviewed and approved the order, and can complete it by the customer's requested date and time

In Production – The order is in the process of being produced (either by the store or its hub)

Ready For Pickup – The order is ready to be picked up by the customer.
Note that changing an order to this status automatically sends an email to the customer telling them that their order is ready to be picked up.

Picked Up – The customer has picked up and paid for their order.

Canceled – The customer's order had to be canceled from the system.
Note: Only a store is able to cancel an order; customers do not have the ability to cancel an order from the system.

Update Web Order Status Options in the Queue:

It is very important to review orders in the queue every day to ensure the order statuses are correct. Remember, other CPC associates and customers rely on this information to be accurate!

Here are the key steps and processes that should be followed every day to ensure that the Web Submission order status information is accurate:

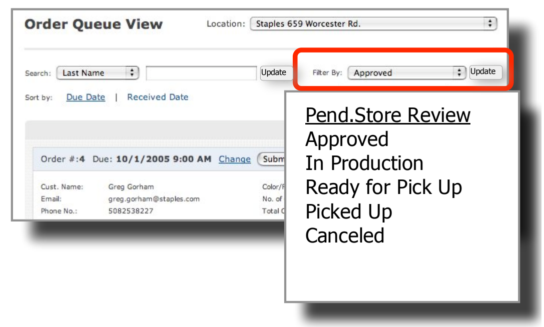
1. **Log into the web submission site**

2. **Go into View Web Orders**

3. **First, filter the orders by "Pend.StoreReview"**
   Look at the list of orders that appear, and answer the following questions about each:

   a. Was the order received today?

   b. Was the order received more than several hours ago? If so, ensure the order is reviewed as soon as possible, and the appropriate action (such as approving the order, or contacting the customer to resolve any problems with the order) is taken

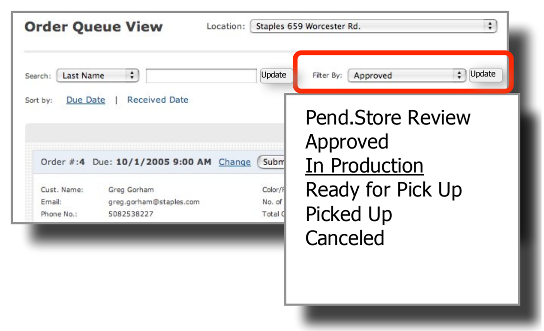


4. **Next, filter the orders by "In Production"**
   Look at the list of orders that appear, and answer the following questions about each order:

   a. Are the orders actually in production?

   b. Have the orders been in production for an excessive amount of time?

   c. Is the customer's requested due date coming up very soon, or has it already past?

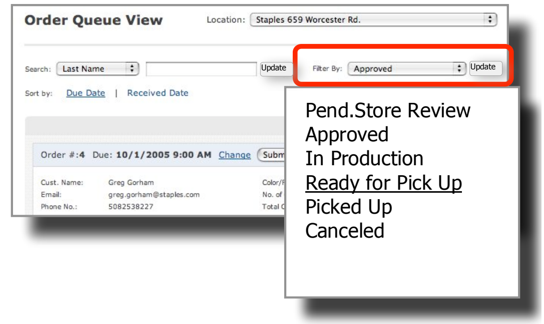


5. Now filter the orders by "Ready for Pickup"
Look at the list of orders that appear, and answer the following questions about each order:

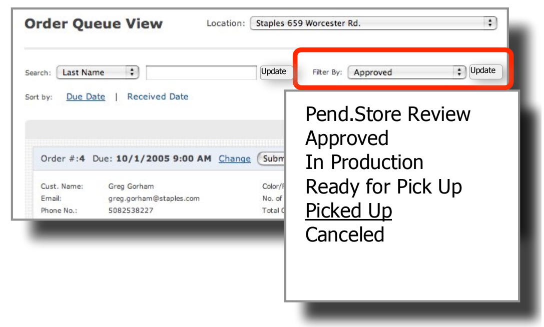
a. Have the orders truly not yet been picked up by the customer? If they have indeed been picked up, the order status must be changed to "Picked Up".

b. Is the customer's requested due date already past?

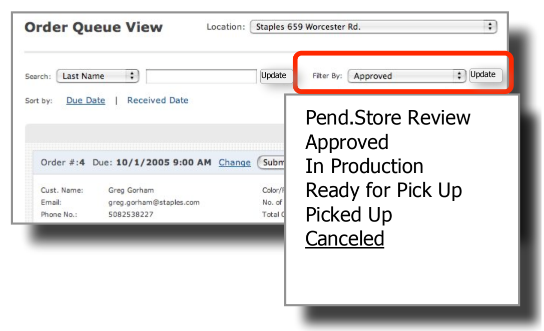
c. Does the customer need to be called to remind them that their order is ready for them to pick up?



6. Filter the orders by "Picked Up" status
Review the list to ensure that none of the orders listed were accidentally marked as picked up. If so, contact the customer immediately to advise them when their order can be picked up. Once an order is marked as picked up, it cannot be changed!



7. Lastly, filter the orders by "Canceled"
Review the list to ensure that none of the orders listed were accidentally marked as Canceled. If so, contact the customer immediately to advise them when their order can be picked up. Once an order is marked as Canceled, it cannot be changed!



It is <u>essential</u> that Copy & Print Center Associates follow this review process <u>every day</u> to ensure that Web orders move properly through production, and that CPC associates and customers are given accurate and timely information about order statuses.